

# THE UP LINE

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

JULY 2013

## Wi-Fi and future promise

There was good news in July for the many passengers who use smart phones while on the move.

Both London Fields and Cambridge Heath stations now have free Wi-Fi. In December, train operator Greater Anglia announced a big programme of introducing Wi-Fi at 100 of their 168 stations. We contacted Greater Anglia asking for our two stations to be included in the programme. The Wi-Fi service is provided by The Cloud, owned by BSkyB, and is free for the first hour of each day. Passengers have to pay if they want to use the service for longer.

“We recognise that the internet is a vital part of people’s everyday lives,” said Greater Anglia’s Andrew Goodrum.

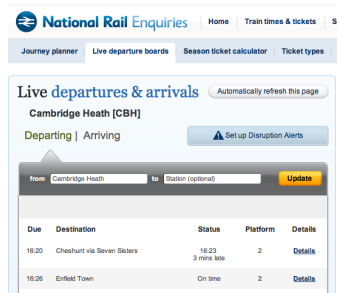
There is also a promise from the Government of bigger change at our two stations. By 2015, Transport for London is expected to take over the running of our trains and stations from Greater

Anglia. TfL says it will appoint a private sector company to operate services, as it does on the successful London Overground.

TfL’s Mike Brown pledged: “We will make these services more reliable, upgrade facilities at 23 stations along the routes and ensure we are fully accountable to our passengers.”

Passengers are hoping that standards will rise to match those of the Overground, but it is not yet clear exactly what changes will happen. A much-needed “deep clean” of all the stations along the line, and live-monitoring of the CCTV is fairly certain. We would like to see a better Sunday service at both stations and information screens installed at ground level at Cambridge Heath, like the ones at London Fields.

Lifts would also be welcome to help disabled passengers and those with pushchairs and heavy luggage.



*You can check train times on your smart phone*

### PASSENGER NUMBERS STILL GOING UP

The number of passengers continues to grow at London Fields, according to our passenger count in May. About 400 more passengers per day were recorded, compared to a year earlier. At Cambridge Heath, the number of passengers in the morning peak increased slightly but dropped in the evening peak, leading to a slightly smaller overall total. Our figures show there are actually more than twice to three times as many passengers than is estimated in the “official” figures of the Office for Rail Regulation.

### TRAINS UPGRADED

Our trains are being fitted with an onboard passenger information system. Wheelchair spaces with tip-up seats are also being provided. The class 315 trains were built by British Rail 32 years ago but are now owned by Eversholt Rail Group which rents them to Greater Anglia.